

**Quality and Productivity Commission Meeting
Minutes of June 15, 2015**



**County of Los Angeles
Quality and Productivity
Commission**

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Chair

Rodney C. Gibson, Ph.D.

1st Vice-Chair

Jacki Bacharach

2nd Vice-Chair

Nancy Harris

Chair Emeritus

Jaclyn Tilley Hill

Immediate Past Chair

Edward T. McIntyre

Walter Allen, III
Charles G. Bakaly, Jr.
Viggo Butler
Marshal Chuang
Evelyn M. Gutierrez
J. Shawn Landres, Ph.D.
Huasha Liu
Bud Treece
William C. Waddell, DBA
Joseph P. Wetzler
Jacqueline A. Wong
Will Wright

Executive Director

Victoria Pipkin-Lane

Program Manager

Mary E. Savinar

Program Support

Laura Perez



PRESENT:

Rodney Gibson
Walter Allen, III
Jacki Bacharach
Charles Bakaly
Viggo Butler
Marshal Chuang
Evelyn Gutierrez
Nancy Harris

Jaclyn Tilley Hill
Shawn Landres
Huasha Liu
Edward McIntyre
William Waddell
Jacqueline Wong
Will Wright

ABSENT:

Bud Treece

Joseph Wetzler

CALL TO ORDER

The Chair called the regular meeting of the Quality and Productivity Commission to order at 10:02 a.m. in Room 739 of the Kenneth Hahn Hall of Administration.

The Chair introduced and welcomed Commissioner Jacqueline Agnello Wong who was recently appointed to represent the First District on the Commission by Supervisor Hilda Solis.

APPROVAL OF THE MINUTES OF APRIL 13, 2015

On motion of Commissioner Landres, seconded by Commissioner Gutierrez, the minutes of April 13, 2015, were unanimously approved.

ACTION ON RECOMMENDATIONS OF PRODUCTIVITY INVESTMENT BOARD FOR PROPOSALS FOR 4th QUARTER, FISCAL YEAR 2014-2015

Commissioner Hill reported that five proposals are before the Commission. She noted for the record that all QPC awards are contingent upon Commission funding for the next fiscal year, a matter that should not be of concern to the departments.

15.19 – Public Works, Community Outreach Vehicle, \$250,000 grant. PIB Recommendation: Approve \$250,000 Grant

Commissioner Waddell introduced the project. The grant will be used to purchase a new 35-foot, multiuse mobile community outreach vehicle that will be used by the department to expand their outreach efforts on a variety of topics, including drought, water conservation, job opportunities, and post-disaster information. The

We support plain language

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***“To enrich lives through
effective and caring service”***

community outreach vehicle will help build relationships with the communities they serve and enhance awareness of the County's role and services.

Mark Pestrella, Phil Doudar and Kimberly Lyman of Public Works, and Jeff Reeb from the CEO- Office of Emergency Management were in attendance to answer questions.

After discussion, the motion to approve a \$250,000 grant was approved by the following vote:

Aye: Commissioners Gibson, Allen, Bacharach, Butler, Chuang, Bakaly, Gutierrez, Harris, Hill, Landres, Liu, Wong, McIntyre
No: Commissioners Waddell and Wright
Abstain: None

15.20 – Public Works, Mandatory Water Restriction Outreach Campaign, \$150,000 grant. PIB Recommendation: Approve \$150,000 Grant

Commissioner Gibson introduced the project. The grant will be used to allow the department to do an outreach campaign which will provide information regarding Governor Brown's Executive Order B-29-15 to reduce water consumption and educate customers in Waterworks District No's 29 and 40 on how to reduce water usage.

Mark Pestrella, Iwen Tseng, and Kimberly Lyman from the Department of Public Works were in attendance to answer questions.

After discussion, the motion to approve a \$250,000 grant was approved by the following vote:

Aye: Commissioners Gibson, Allen, Bacharach, Butler, Chuang, Bakaly, Gutierrez, Harris, Hill, Landres, Liu, Wong, Waddell and Wright
No: None
Abstain: Commissioner McIntyre

15.21 – Child Support Services, Ergonomic Workstation Modernization, \$300,000 grant. PIB Recommendation: Approve \$300,000 Grant

Commissioner Harris introduced the project. The grant will be used to purchase ergonomic furniture, equipment, and voice recognition software for the Customer Contact Center workstations. The items purchased will assist in the prevention of repetitive motion injuries, return injured workers to gainful employment and increase productivity over the career of County employees.

Dr. Steven Golightly, Jennifer Coultas, Rosemary Gutierrez, Robin Mack, and Danny Gavage, were in attendance to answer questions.

After discussion, the motion to approve a \$300,000 grant was unanimously approved.

15.17 – Agricultural Commissioner/Weights and Measures, *Exotic Insect Detection Program's Data Management System*, \$200,000 grant. *PIB Recommendation: Approve \$200,000 Grant*

Commissioner Butler introduced the project. The grant will enable the department to build upon the highly successful Pest Detection Viewer created in Phase I, facilitating its use in a comprehensive trap data collection and management system. The data management mobile platform will serve as a navigation tool, trap service data collection platform, host selection advisor, and reporting generating tool.

Kurt Floren, Alicia Araya, and Max Regis were in attendance to answer questions.

After discussion, the motion to approve a \$200,000 grant was unanimously approved.

15.18 – Museum of Art, *LACMA@Charles White Elementary School (CWES)*, \$620,000 grant. *PIB Recommendation: No recommendation*

Commissioner Landres introduced the project. The grant will be used to support the expansion and development of their satellite museum program at the Charles White Elementary School Gallery, a pilot program that is helping the Museum to develop a scalable model for additional community sites in all five County districts. Improvements include upgrading the facilities to meet museum standards for displaying artwork, a newly designed entryway, and more visible branding that will not only improve the environment for the museum's holdings that on view there, but also increase accessibility to the general public by creating a more prominent and welcoming space for visitors.

Ann Rowland, Kris Lewis, and Sarah Jesse were in attendance to answer questions.

After discussion, the motion to approve a \$620,000 grant was unanimously approved.

PRODUCTIVITY MANAGERS' NETWORK (PMN) CHAIR'S REPORT

Jennifer Coultas, Chair of the PMN, made the following report:

- The PMN Executive Committee met with the PQA Committee on April 23rd to kick off the 2015 PQA season. They reviewed the PQA Guidelines, forms and process and selected a theme: "Champions for Change: Together We Make a Difference." The Executive Committee also planned for the May 6 PMN General Meeting and Training

- Over 35 managers attended the meeting which was held at LACMA. Scott Tennent, Director of Executive Communications at LACMA made an interesting presentation on “Communicating Values.” The primary focus of this meeting was to prepare the managers to identify, solicit, and prepare PQA entries. Elisa Vasquez, PQA Co-Chair, made a comprehensive and informative presentation to the managers on soliciting, preparing and editing PQA entries and gave tips for preparing winning entries. The meeting was followed by a tour of the Art and Technology Center
- The managers showed strong support for the Leadership Conference. Over 40 attended and many volunteered to be involved by escorting VIPs to their seats or greeting them at the registration table
- A “New Managers Orientation” is planned for June 18th. A good turnout is expected as number of new managers are interested in understanding the Commission and their role as a Productivity Manager
- Attended the May 14 Strategic Planning retreat, which was very informative. Commissioner Landres thanked Jennifer and the PMN for their feedback collected from their respective departments

CHAIR’S REPORT

Chair Gibson gave the following report:

- Jacqueline Agnello Wong, the First District appointee to the Commission, was approved by the Board of Supervisors on June 9. She works at USC’s Price School of Public Policy
- Commissioner Shawn Landres, will give us an update later in the meeting on the May 14 Strategic Plan Update Retreat. Those Commissioners who did not attend the May 14 Retreat are invited to the Strategic Foresight Working Group meeting, which convenes after the Commission meeting today, and give their input at that time
- Thursday, June 17, is the Department Visit to the Department of Public Social Services. If you are planning to attend but have not sent in an rsvp for the visit, remember to do so today. Upcoming Department visits are Thursday, June 25 to the Agriculture Commission and Monday, June 29 to the Department of Health Services
- The Commission is considering funding the Los Angeles County Economic Development Corporation to review the impacts of shared-use mobility and autonomous vehicles on County operations. The Strategic Foresight Working Group (SFWG) met to discuss and decided to send out a Request for Information (RFI). QPC staff will review the RFI with County decision makers and report back to the SFWG
- The Board approved a motion by Supervisor Sheila Kuehl and Mayor Michael Antonovich, which directs the Commission to develop a report on how the County may take advantage of free and low-cost commercial software and IT services. A working group is being formed and I will keep the Commission informed as we move forward

EXECUTIVE DIRECTOR'S REPORT

Executive Director Victoria Pipkin-Lane reported the following:

- An orientation for the new Commissioners, Will Wright and Jacqueline Agnello Wong, will be held soon
- Supervisor Mark Ridley-Thomas, Second District, appointed Dorinne Jordan as their Productivity Manager
- David Sommers, Director, Countywide Communications, agreed to move his presentation to the Commission to July 27, 2015
- The Department of Human Resources sent an invitation to the graduation reception for the Executive Leadership Development Program, funded by QPC. The event will be held on June 18, 2015. Staff will resend the invitation

LEADERSHIP CONFERENCE

Commissioner McIntyre reported the following:

- Attendance was estimated at 160, with a greater attendance by Department Heads, Productivity Managers and CIOs
- Over 300 also viewed the webstream and more are viewing the link because the vendor extended it for 30 days
- Attendees rated the Conference very highly and there were many positive comments, some saying that it was "Best ever!" and "Far Exceeded Expectations!" There were no "Poor" evaluations in any category
- The Kaiser presenters received the most unsolicited positive remarks, followed by Dr. Katz, Director, Health Services
- Will try to develop a mechanism to obtain department input on conference themes. Use PMN to send three to four topics. Possible themes might be on Best Practices, and Crisis Response/Management
- A big "thank you" to the Committee for all their hard work

STRATEGIC FORESIGHT WORKING GROUP (SFWG)

Commissioner Landres reported the following:

- A power point was reviewed and discussed on the Commission's Strategic Plan
- The SFWG plans to have an updated draft to the Commission to review and make final recommendations or changes on October 26. On December 14, the Commission will review and vote on the final Strategic Plan
- A "big thanks" to Commission Gutierrez for her trends report and Jennifer Coultas and the PMN for their contributions

OPEN DISCUSSION

None

PUBLIC COMMENT

None

ADJOURNMENT

Quality and Productivity Commission

June 15, 2015 Minutes

Page 6 of 6

On motion by Commissioner Landres, seconded by Commissioner Gutierrez, the meeting adjourned at 12:30 p.m.

The next Full Commission meeting will be on Monday, July 27, 2015, in Room 739, Kenneth Hahn Hall of Administration.